



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

### DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

22-JAN-2008

Reference No.  
10215618

### OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH BERGEN

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3HAJFAVK78

Make

INTERNATIONAL

Model

4300

Model Year

2008

Date Purchased  
01-AUG-07

Dealer's Name and Telephone Number  
TRUCK KING INTERNATIONAL 718-649-8400

Engine:

No. Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City  
BROOKLAND

State

NY

Zip Code

11236

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 3

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
01-AUG-2007

Failure Mileage  
866

Failure Speed  
40

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2008 INTERNATIONAL CF600 (NA). WHILE DRIVING BETWEEN 40-45 MPH, THE VEHICLE SHUT DOWN. THE CONTACT PULLED OFF THE ROAD AND ATTEMPTED TO RESTART THE VEHICLE. THE VEHICLE WOULD NOT RESTART AND HAD TO BE TOWED TO THE DEALER. THE DIAGNOSIS WAS THAT THERE WAS FAILURE WITH THE WIRE CONNECTIONS. THE SECOND TIME THE FAILURE OCCURRED, THE VEHICLE HAD TO BE TOWED AND THE DIAGNOSIS WAS THAT THE CYLENOID WAS DEFECTIVE. THE THIRD TIME, THE VEHICLE FINALLY STARTED AND WAS DRIVEN TO THE DEALER. THE DIAGNOSIS WAS THAT THE FUEL PUMP WAS DEFECTIVE. THE CONTACT STATED THAT THE VEHICLE HAULS 19,500 POUNDS OF CERAMIC TILES. PRESENTLY, HE DOES NOT TRUST OR WANT TO DRIVE THE VEHICLE. THE CONTACT FILED TWO COMPLAINTS WITH THE MANUFACTURER; ONE IN DECEMBER OF 2007 AND ANOTHER IN JANUARY OF 2008. HE HAS NOT HEARD BACK FROM THE MANUFACTURER SINCE FILING THE COMPLAINT. THE ENGINE SIZE WAS UNKNOWN. THE CURRENT MILEAGE WAS 6,500 AND FAILURE MILEAGE WAS 866.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Attached is the copies of the repairs done by the dealer. We asked some one in the company (both dealer and International) to give us a written confirmation of a letter saying "THIS TRUCK IS SAFE FOR ROAD" and No one wants to give us this letter.

Our question again - Is this truck safe for our road? If this truck stops while running and traveling, and hurts or kills someone, who will be responsible?

Waiting for answers

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



**Our phone conversation as follows:**

**12/18/07: at 11:56 am talked to Brian at International, case [REDACTED]**

**1/17/08: talked to Melissa at International. Told her problem is not solved, case [REDACTED] reopened.**

**Called State of New Jersey at 1.888.327.4236. Filed a complaint with Karleen Case # [REDACTED]**

**1/22/08: called International at 2:45 pm – Linda. She said someone will call us and she will fax us a copy of the report – no reply until now.**

**1/25/08: called International again.**

- Bill Ryder called back. He said someone would call us back; no one still has.**

**1/25/08: 4:31 pm, called International, talked to Yahiyas. He said someone in charge will call us back today. Nothing is done until now. I gave my cell phone number which is open 24 hours a day.**

THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).